

# Comparisons of Job Characteristics

**Focus Occupation:** Receptionists and Information Clerks (43-4171)

**Associated Occupation:** Bill and Account Collectors (43-3011)

[Compare Knowledge](#)

[Compare Skills](#)

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[Compare Detailed Work Activities](#)

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<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

## Knowledge

Similarity of Focus Occupation to Associated Occupation: 92

**Focus Occupation:** Receptionists and Information Clerks (43-4171)

**Associated Occupation:** Bill and Account Collectors (43-3011)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Customer and Personal Service	11.3	15.8	15.5	0	Current knowledge level may be sufficient
Clerical	7.3	13.6	14.7	0	Current knowledge level may be sufficient
Law and Government	5.9	7.9	3.2	<<	Extensive education and/or training may be required
Economics and Accounting	4.4	7.2	2.8	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Skills

Similarity of Focus Occupation to Associated Occupation: 94

**Focus Occupation:** Receptionists and Information Clerks (43-4171)

**Associated Occupation:** Bill and Account Collectors (43-3011)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Active Listening	11.0	13.3	11.2	<	A higher skill level may be required
Speaking	10.8	13.3	11.6	<	A higher skill level may be required
Persuasion	7.4	11.1	7.2	<<	Extensive development of skills in this area may be required
Social Perceptiveness	9.1	11.0	8.6	<	A higher skill level may be required
Negotiation	6.8	10.2	7.2	<<	Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Abilities

Similarity of Focus Occupation to Associated Occupation: 96

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Bill and Account Collectors (43-3011)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Oral Comprehension	12.5	13.9	11.9	<	Some improvement in abilities may be required
Oral Expression	12.4	13.9	12.6	<	Some improvement in abilities may be required
Written Comprehension	11.0	11.9	9.7	<	Some improvement in abilities may be required
Speech Clarity	10.2	11.4	10.1	<	Some improvement in abilities may be required
Speech Recognition	9.9	11.4	11.2	0	Current ability level may be sufficient
Written Expression	9.8	11.1	8.7	<	Some improvement in abilities may be required
Number Facility	6.3	7.6	6.7	<	Some improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 68

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Bill and Account Collectors (43-3011)

Work Activities	Exclusivity of Activity
Collect payment	49
Maintain records, reports, or files	5
Type letters or correspondence	78
Use computers to enter, access or retrieve data	3

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 68

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Bill and Account Collectors (43-3011)

Tools and Technologies	Exclusivity
Call management systems or accessories	19
Computer data input devices	2

Computers	1
Content authoring and editing software	1
Content management software	6
Data management and query software	1
Finance accounting and enterprise resource planning ERP software	2
Industry specific software	1
Network applications software	1

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.